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Attorney Docket No.: PATENT
NUASI-00200

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Justin Broughton et al.

Serial No.: 09/774,944

Filed: January 30, 2001

For: **DIGITAL MULTIMEDIA
CONTACT CENTER**

) Group Art Unit: 2145

) Examiner: Cardone, Jason D.

) **RESPONSE TO OFFICE ACTION**
) **MAILED October 18, 2004**

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Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Please amend the above-identified application as follows:

AMENDMENTS TO THE CLAIMS begin on page 2 of this paper.

REMARKS begin on page 15 of this paper.